GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:114
ANSWERED ON:20.11.2000
LATE DELIVERY OF POSTCARD INLAND LETTERS
B.K. PARTHASARATHI

Will the Minister of COMMUNICATIONS be pleased to state:

(a) Whether the Government are aware of the fact that postcard or inland letter takes months together to reach the destination;

(b) if so, whether there is any time limit for reaching the letters at its destination;

(c) if so, the details thereof; and

(d) the steps taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) No, Sir. Efficiency of the postal system for transmission and delivery of articles including postcard and inland letters is monitored regularly and the result is generally satisfactory. Occasional complaints are received about delay, non-delivery of mails including postcard and inland letters.

(b) & (c): The following norms have been prescribed for transmission and delivery of mails:

(i) Within the District Within 48 hours after the day of posting

(ii) Within the State Within 48 to 72 hours after the day of posting

(iii) Mails for other States 3 to 5 days depending on the distance involved and transport links.

(iv) First Class mails between Metro cities Within 48 to 72 hours after the date of posting

(v) First Class mails between State Capitals Within 48 to 72 hours after the day of posting

(d) Efficiency of the postal system including processing, transmission and delivery of mails is regularly monitored. Close coordination is maintained with the transport agencies for timely transmission of mails. Live survey of mails is also conducted. Induction of new technology for sorting of mails in major centres of mail concentration is a specific effort to improve efficiency of the service.